



STATE OF WASHINGTON

## WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
(360) 664-1160 • TTY (360) 586-8203

July 27, 2012

### **Household Goods Tariff 15-C Review Proposed Language Changes to Item 85 (Estimates) and Item 95 (Bills of Lading)**

**NOTICE OF OPPORTUNITY TO SUBMIT WRITTEN COMMENTS  
(By Friday, August 10, 2012)**

**and**

**NOTICE OF OPEN MEETING  
(To be considered at the Thursday, September 27, 2012, Open Meeting)**

RE: Review of Commission Published Household Goods Tariff 15-C  
Docket TV-121197

TO ALL INTERESTED PERSONS:

The Washington Utilities and Transportation Commission (Commission) will consider the tariff changes proposed by the Washington Movers Conference (WMC) at its regularly scheduled open meeting on September 27, 2012. In Docket TV-121197, the WMC is proposing to: Incorporate a language change to Item 85(2) regarding the use of electronic estimates, add a reference to a "table of measurements" in Item 85(2)(g); and incorporate language changes to Item 95(4)(c), (4)(d) and (6) regarding required contract language on bills of lading. The first two proposals were previously considered by the Commission at the July 12, 2012, open meeting. Included as attachments to this notice are the proposed revised Tariff 15-C Pages 13 (Item 85), and 23-24 (Item 95).

### **WRITTEN COMMENTS**

Written comments on the Tariff 15-C items must be filed with the Commission's Executive Director and Secretary either by electronic transmission as described below, or by mail or courier delivery to 1300 S. Evergreen Park Drive S.W., P.O. Box 47250, Olympia, Washington, 98504-7250, no later than **5:00 p.m., Friday, August 10, 2012.**

**ELECTRONIC COPIES**

The Commission requests that any comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. Comments may be submitted via the Commission's web portal at [www.utc.wa.gov/e-filing](http://www.utc.wa.gov/e-filing), by electronic mail to the Commission's Records Center at [records@utc.wa.gov](mailto:records@utc.wa.gov), or by using the Commission's online comment form at <http://www.utc.wa.gov/consumers/Pages/publicComment.aspx>. Please include:

- The docket number of this proceeding (TV-121197).
- The commenting entity's name.
- The title and date of the comment or comments.

An alternative method for submitting comments is mailing or delivering an electronic copy to the Commission's Records Center on a compact disc in the document's native format, as well as .pdf Adobe Acrobat format. Include all of the information requested above. The Commission will post on its website all comments that are provided in electronic format. The website is located at [www.utc.wa.gov](http://www.utc.wa.gov).

**OPEN MEETING**

The Commission will consider the tariff change proposed by the WMC at its open meeting to be held on **Thursday, September 27, 2012**. Interested persons may present oral comments at that open meeting, which is scheduled to start at 9:30 a.m. The meeting will be held at the Commission's headquarters, Room 206, Richard Hemstad Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington.

If you have questions about this notice or about this tariff revision, you may contact Rayne Pearson at [rpearson@utc.wa.gov](mailto:rpearson@utc.wa.gov), or (360) 664-1111.

Sincerely,



DAVID W. DANNER  
Executive Director and Secretary

Enclosures



## ITEM 85 - ESTIMATES

1. Carriers must give customers a copy of the customer information required in WAC 480-15-620 at the same time as they provide an estimate.
2. Carriers must prepare a written Estimated Costs for Services for every move to be transported based on a physical survey of the goods to be shipped. Carriers must include the following elements in the printed estimate that are relevant to the specific move identified and requested by the customer, including all charges, in all binding and nonbinding estimates, even if those estimates are completed by the carrier or by the customer in electronically generated or hard-copy paper formats:
  - a. Carrier's name, address, phone number, fax number (if any), and e-mail address (if any).
  - b. Whether the estimate is binding or nonbinding.
  - c. A space for the customer to sign or initial stating that the customer was provided a copy of the brochure "Your Guide to Moving in Washington State."
  - d. Customer's name, phone number and address.
  - e. Customer's contact person, if other than customer.
  - f. Origin, destination and any intermediate stops for the shipment.
  - g. The proper form to be used is A a household goods cube-sheet inventory Table of Measurements or an electronic cube sheet of the items upon which the estimate is based and the estimated cubic footage for each item.
  - h. For long distance shipments, the estimated total weight of the shipment and an explanation of the formula used. The formula may not be based on less than seven pounds per cubic foot.
  - i. For local moves, the number of carrier personnel and vehicles that will be used, the number of hours each will be involved in the move and associated rates and charges.
  - j. For long distance moves, the mileage between the origin, destination and intermediate stops and associated rates and charges.
  - k. Overtime hours and charges.
  - l. Third-party or accessorial services to be provided and associated charges.
  - m. Charges for loss or damage protection coverage (valuation).
  - n. Storage to be provided and associated charges.
  - o. Charges for packing and unpacking services, and for containers.
  - p. For binding estimates, a statement that the estimate is a guarantee of the cost of the move and that the carrier will not charge above the estimated charges without preparing a supplemental estimate.
  - q. For nonbinding estimates, the following information:
    - i. The estimate is not binding.
    - ii. The cost of the move may exceed the estimate.
    - iii. The carrier must release the shipment to a customer upon payment of no more than 110 percent of the estimate. Carriers must allow customers at least 30 days from the date of delivery to pay amounts in excess of the 110 percent.
    - iv. The customer is not required to pay more than 125 percent of the estimate regardless of the total cost unless the carrier issues and the customer accepts a supplemental estimate. (The 125 percent does not

include any finance-related charges the carrier may assess for extending credit, such as interest or late payment fees.)

r. The forms of payment the carrier will accept, including any terms or conditions that apply to the method of payment, such as interest rates charged for credit plans.

s. Signatures of the carrier personnel completing the form and the customer and the dates each signed.

## ITEM 95 – BILLS OF LADING

**SECTION 4.** (A) The customer must pay all legal charges. (B) If the carrier is required to refer this contract for collection of charges due to an attorney, shipper agrees to pay reasonable attorney fees and collection costs. (C) If this contract is referred to a court for resolution, the ~~losing non-prevailing~~ party shall be responsible for payment of the other party's reasonable attorney fees and court costs. (D) The customer shall be responsible to indemnify the carrier ~~for any~~ against loss or damage caused by inclusion in the shipment of explosives, dangerous articles, or dangerous goods.

[Section omitted]

**SECTION 6.** To receive compensation for a claim for loss, damage, overcharge, injury or delay, the customer must file a written claim with the carrier within nine months after delivery. In the case of failure to make delivery, the claim must be filed within nine months after a reasonable time for delivery has elapsed. Claims must contain sufficient information to identify the property involved. A copy of the original paid transportation bill, bill of lading contract or shipping receipt ~~should~~ must accompany the written claim.